Heroes to Hometowns VA Volunteer Coordinator

Volunteer Management

OBJECTIVES

- Definition of Management
- Planning
- Organizing
- Leading
- Controlling
- Responsibility, Authority, Accountability, Delegation
- Assigning Job/Task

MANAGEMENT DEFINITION

The process of setting and achieving goals through the execution of four basic management functions: planning, organizing, leading and controlling; that utilize human, financial and material resources

PLANNING

- Set goals. Goals make it easy for managers to prioritize work and the allocation of resources such as people, money, and capital equipment
- Clearly explain the specific tasks and objectives of the project– what is each person's role or part in the project and the deadline
- Establish direction, identify expected results, improve teamwork through a common sense of purpose and heighten

ORGANIZING

- Clearly define Project Title, Goals, Key Result Areas and Who is Responsible
- Create timeline for project with benchmarks (milestones)
- Review goals and deadlines weekly for projects to ensure they are moving forward or have reached completion

LEADING

- Leading employees means motivating them and directing their efforts
- Communicate the vision, reward and recognize, encourage and personally thank employees/volunteers
- Leaders are charismatic, convincing, credible, capable visionary and focused

CONTROLLING

- Control is the process of monitoring and evaluating activities to ensure that goals are being achieved.
- To plan, organize and lead is not enough. For managers to be effective, you must review the progress toward reaching goals.
- If you never set goals, how do you know where you are headed?
- If no goals exist for a progress, how do you know where it is?
- If there are no goals for achievement, how will you know when it arrives?

RESPONSIBILITY, AUTHORITY AND ACCOUNTABILITY AND DELEGATION DEFINED

- Responsibility- signifies who is accountable to complete a specific task or job. When you assign a task, you also assign a responsibility for its successful completion
- Authority- you are formally granted power to do a specific job. When you delegate this power along with task, you are delegating authority to the employee
- Accountability- means answering for the results you accomplish- or don't accomplish- when you take on a task.
- Delegation- Managers leverage themselves- multiplying the work they can accomplish many times- by delegating work, responsibility and

DELEGATION

- Communicate the task and what the goal is.
- Explain why goal is important.
- Determine standards.
- Grant authority to complete task.
- Provide support and determine resources for employees to complete the task.
- Get Commitment and employees understanding

ASSIGNING JOB/TASK

- Duties of job are clear and well-defined
- Job is not too complex or too simple
- Give volunteer authority to complete task without management interference
- Keep job interesting by varying tasks, goals, objectives
- Keep volunteers well trained to do

JOB DESCRIPTIONS

Include these areas:

- Skills- What skills and experience are necessary to accomplish the job?
- Time- How many hours a week? How many months/years?
- Travel?
- Job description- detailed
- Goals- If job is fundraising, how much? If it is an event, who and how many are you targeting

Considerations:

- Timeline- what are the markers and completion deadline?
- Resources- Will volunteer have access to computer, office and secretarial needs?
- Assistance- how many will be recruited and what skills are needed?
- Reporting- who will train and advise the volunteer? Who will they report to?

CLOSING

- Managers complete tasks, leaders model the way
- Set goals, plan, organize, lead and control projects
- Communicate the vision, reward and recognize, encourage and personally thank employees/volunteers
- Volunteers want to help; we just need to show them when, where and how it will make a difference